

Literacy Volunteers of East Bay

An Affiliate of ProLiteracy



– *Improving Lives and Communities through Adult Literacy*~

TUTOR INFORMATION PACKET

LVEB—North, Main Office

17 Croade Street
(behind the George Hail Free Library)
Warren, RI 02885
401-247-2177

LVEB—South, Newport Office

435 Broadway, Suite 12
(in the Aquidneck Island Adult Learning Center)
Newport, RI 02840
401-619-3779

Email: literacy@lveb.org

Website: www.lveb.org

literacy@lveb.org
www.lveastbay.org

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Literacy Volunteers of East Bay Fact Sheet

Our Mission

Literacy Volunteers of East Bay (LVEB) offers free, one-to-one and small group basic literacy and English language tutoring to adults and utilizes a student-centered approach to tutoring.

We believe that the ability to read is critical to personal growth, individual freedom and the maintenance of a democratic society. As such, our goal is to ensure that everyone in the East Bay, who wants to, can read. **Our mission is to provide free and confidential instruction to any local, low-literate adult who needs our services to reach their personal, educational and employment goals.**

Geographic Area Served and Office Locations

LVEB serves the East Bay communities including East Providence, Barrington, Warren, and Bristol, Portsmouth, Middletown, Newport, Little Compton and Tiverton. We have two offices ★:

LVEB—North (Main) is located at 17 Croade Street in Warren, RI (behind the George Hail Library).

LVEB—South is located at 435 Broadway, Suite 12 in Newport, RI (in the Aquidneck Island Adult Learning Center).

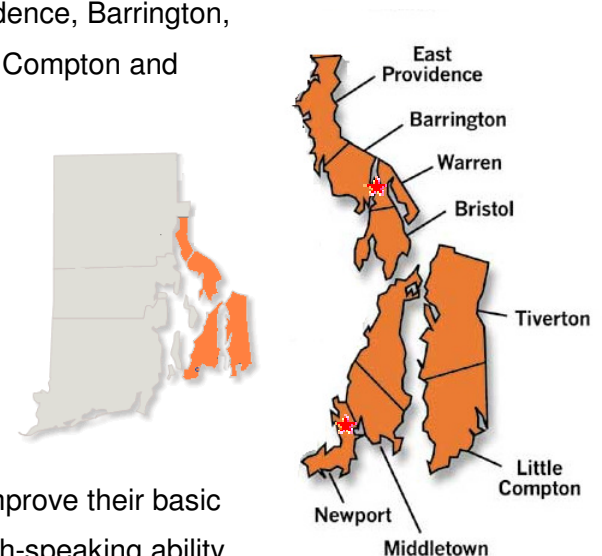
LVEB Program

Literacy Volunteers of East Bay provides free one-to-

one tutoring and small group classes to adults who wish to improve their basic literacy skills (reading, writing, spelling, and math) and English-speaking ability.

Students receive individualized instruction that is learner-centered and goal driven. Tutoring is done by volunteer tutors who complete a 16-hour, adult literacy training. Tutors meet with LVEB students at least once a week for two hours primarily in public libraries or at the Newport or Warren office. We also offer leveled ESL conversation and targeted ESL classes which meet throughout our service. We arrange for classes in response to need and volunteer availability.

We accept volunteers and students without discrimination on the basis of gender, age, national origin, cultural affiliation, disability, political beliefs, religion, and marital or familial status. Literacy Volunteers of East Bay does not conduct background checks on its volunteers or students. All participants, tutors or students, must be over 18.



All tutors who work for Literacy Volunteers of East Bay are volunteers who do not get paid for their time. We have eleven board members who organize and manage the program, about 145 students and 110 volunteer tutors. We also have about several dedicated non-tutor volunteers who help staffing the office and with assessment, publicity and phone contact.

LVEB Students

LVEB students join our program for a variety of reasons, but all share the goal of improving spoken or written communication skills in English. With these new skills students will be able to

- understand what others are saying to them
- speak and be understood by others
- read and understand the written word
- achieve personal goals



All students have different goals which direct their study. Most of our students want to improve their literacy skills so that they can better support their children's education; get, keep, or improve a job; gain the skills necessary to enter GED or post-secondary programs; or to get educational support while enrolled in these programs. LVEB specifically targets East Bay residents who 1) have less than a 12th grade education in US or non-US, 2) are currently enrolled in GED or job skills training and need additional academic support; 3) speak English less than very well, 4) are parents lacking English proficiency with school-aged children in East Bay school districts, and 5) individuals in the East Bay who are most in need of literacy services, including individuals who are low-income or have minimal literacy skills.

Upon entry into the program students' reading and math skills are measured by assessment and tracked every 50-70 hours of instruction, upon exit of program or at the end of our program year in June (which ever comes first). Tutors are informed of student's performance.

LVEB Tutors

Tutors receive a minimum of 16 hours of training prior to working with students. Training is conducted by professionals with expertise in Adult Literacy and ESL instruction. Tutors are matched with students based on interests, skills, location preferences and availability. Tutors keep an informal record (and/or samples) of students' work to assist LVEB and tutor in monitoring progress and to determine any changes that may be needed to assist the student.

Students are assessed by our Program Coordinators upon entry into the program and at least once during the year (July-June). Following an assessment, tutors are informed about student's progress. Tutors have on-going support of the Program Coordinator to address any issues that come up, to talk about any challenges, and to get suggestions for activities and resources.

Student and Tutor Support

We actively support both students and tutors. The purpose of this support is to increase the student's ability to learn as quickly as he/she would like to learn and to make the tutor's work easier and more satisfying. The following support services are available:

Professional Development

- **In-service trainings:** two to four times yearly we offer training on various topics that may assist tutors (samples: phonics instruction, teaching with newspapers, teaching non-English speakers, etc). Tutors are asked to come to at least one of these each year.
- **Regional conferences:** we often have scholarships for students and tutors to attend these conferences.

LVEB Staff Support

- The office is staffed by four part-time people: a Director, two Literacy Program Coordinators and an Administrative Assistant.

Newsletter

- LVEB publishes an electronic newsletter with news, updates, and resources for students and tutors. Included are details about upcoming events, in-services, new materials, resources, social events (annual meeting, volunteer appreciation events, and holiday parties). This comes out twice a month.
- Tutors and students are encouraged to submit letters and articles about their experiences and success stories!

Resource Library

- The LVEB Office lends resource materials, including a wide variety of books, sight word cards, training videos and other materials, for a month.
- Each of the eleven publish libraries in the East Bay maintain a literacy collection; tutors can check their materials out or request them through inter-library loan.

Other volunteer opportunities

- We **strongly encourage** both tutors and students to serve on our Participant Advisory Group! This group meets monthly to plan cultural events, educational opportunities and other events pertinent to students and tutors.
- Volunteers might also consider serving on the **Board of Directors**. We meet monthly and welcome stakeholder involvement.

Tutor Responsibilities

1. Read and become familiar with the policies and procedures for Tutor Qualification as well as the Disclosure, Confidentiality, Termination and Safety Policies and Procedures (following pages).
2. Tutor one or more adult students at least 2 hours per week.
3. Report your hours every two weeks. There are several ways you can go about reporting your hours: mail, email or website. This is absolutely critical

Mail.

LVEB---North
17 Croade St
Warren, RI 02885

LVEB--South
435 Broadway, Suite 12, AIALC
Newport, RI 02840

E-mail: tutorhours@lveb.org

Website: http://lveastbay.org/tutor_hours_form.html)

4. Make a commitment for a minimum of **100 hours**.
5. **Keep a regular schedule** for tutoring.
6. **If your student misses even one time without notification**, sessions, please contact the Literacy Volunteers office at 247-2177. Students are told that if they miss three sessions without calling the tutor, they will lose their spot to another student. We will be flexible about this policy if the tutor wishes to give more chances, but we need to know about the situation, so please keep the office aware of any attendance problems.
7. Please note that students are welcome to return to the program. Studies show that most students enter, leave and re-enter educational programs numerous times, and we want to encourage them to return.
8. **Maintain records on tutoring to include the following:**
 - Total number of hours spent every two weeks. It is also important to track and report every two weeks, time spent 1) tutoring, 2) preparing and 3) traveling.
 - Tutoring time and location, short record of what was done in session (log)
 - Student goals, learning plan and progress toward goals
 - Lesson plans and other portfolio items, including student accomplishments
9. **Cooperate with Director to arrange for retesting of students** when student has meet for 50 hours, when student is ready to leave program, or at the end of the program year (spring), whichever comes first.

10. Promptly report any changes in status or contact information about you or your student. Jot a quick email or leave a message at the Literacy Volunteer office.

11. Attend at least one in-service training

You are welcomed to attend any of the in-services offered throughout the year. You can also satisfy this requirement coming to a new tutor training session or attend any adult education workshop or conference. On-going training also allows tutors to increase their tutoring ability and share expertise with other tutors.



12. Notify office with any concerns.

If, for any reason, there is any type of incompatibility between the tutor and the student, please report your concerns to the office as soon as possible. Efforts will be made to resolve the issue and/or reassign the student.

Tutor Qualifications

1. Be at least 18 years of age.
2. Be able to speak and understand English at a native or near-native level.
3. Accept the LVEB policy of non-discrimination: LVEB does not discriminate on the basis of gender, age, race, color, religion, national origin, disability, political belief, or marital or family status.
4. Have a high school diploma or GED.
5. Demonstrate the desire to tutor by participating in and satisfactorily completing the tutor training workshop.
6. Demonstrate behavior appropriate to working one-to-one with a student, namely:
 - be sensitive and respectful towards others
 - use appropriate language and moderate tone of voice
 - practice good personal hygiene
 - never use threatening or harassing behavior, be under the influence of alcohol or illegal drugs, or carry a weapon while tutoring



Disclosure Policy

LVEB relies on volunteers to provide free, one-to-one literacy tutoring to adults. In recognition of the need for a tutor to know the background and experiences of a student, the student is asked to sign a release as part of the intake process indicating that he/she knows that any information offered during the intake process will be shared with his/her tutor.

LVEB does not conduct investigations or background checks concerning any criminal activities or the character of students and tutors. The organization reserves the right to disclose

information, which may have an impact on the health or safety of a student or tutor, to either party of a match.

Approved by BOD, 28 March 2006 fhm

Confidentiality Policy

All student records (intake, testing, etc) will be kept confidential:

- Paper records will be kept under lock and key in the Director's office. Computer records will be kept on a password-protected computer in the Director's office.
- Student information will not be released to and/or obtained from any party without a signed *Authorization to Obtain / Release Confidential Information* form. The *Authorization to Obtain / Release Confidential Information* form is provided as part of the intake process, but the form can be revised by the student at any time.

Approved by BOD, 28 March 2006 fhm

Termination Policy Regarding Reporting of Hours

In the case that there is no reporting of hours by the tutor for more than a period of 2 quarters, despite repeated attempts of contact by this office, the tutor will be notified that they have been put on inactive status and that the student may be matched with another tutor at the discretion of the Director.

If the tutor contacts the office within 30 days, the tutor will be given a three-month probationary period to fulfill their tutor obligations and get back on active status.

Approved by BOD, 28 March 2006 fhm

Safety Policy for Tutors and Students

It is the policy of LVEB that tutor and student meet in a public place for their tutoring sessions. All East Bay libraries provide space for tutoring; alternate space may be available in area churches and community centers. A tutor or student who disregards this policy shall assume the risk and will hold LVEB harmless for any foreseeable or unforeseeable consequences resulting from a failure to follow these recommendations.

Approved by BOD, 28 March 2006 fhm

Sexual Harassment Policy for Tutors and Students

Sexual harassment is a conduct that is sexual in nature (verbal, physical, or visual) and considered offensive by the person being harassed. Harassment may include, but is not limited to, offensive sexual advances, verbal abuse of a sexual nature, sexually suggestive displays or pictures in the work environment.

Every volunteer and student of LVEB has the right to a safe and harassment-free environment.

If anyone functioning under the auspices of LVEB believes she/he is being sexually harassed by another person functioning under the auspices of LVEB, that person should notify the Director as soon as possible of their complaint. The Director will immediately notify the Board President of the incident, and will document the reported incident. The tutor/student pairing will be suspended immediately. Further action, if required, will be determined by the Board of Directors.

Approved by BOD, 28 March 2006 fhm

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Tutor Job Description

Tutor Student

Meet with student for a minimum of 100 hours. Cooperate with the student to set goals and reach them. Contact the coordinator if any difficulties arise.

Report Bi-Weekly Hours in a Timely Fashion

Tutor hours (teaching, prep, in-service, travel) need to be reported bi-weekly. Report your hours by sending an email, tutorhours@lveastbay.org, filling out the tutor hour report available on the website, www.lveastbay.org, or with the paper form. Contact the office if you have questions about how to do this.

Attend In-service Training

In-service training is held four times a year. These workshops offer all tutors a chance to receive information that can be helpful to their students. In-service training may cover a new teaching technique, or offer information that may assist your student such as job placement or etc. **Attending at least one in-service per year is required for recertification as a tutor.**

Attend the Annual Meeting

The annual meeting is an opportunity for you and your student to be recognized for your work together. Formal recognition can be very important for student motivation and goal setting.

Facilitate Testing of Student

Post-testing is administered after 50 hours of tutoring or in late spring to measure student progress. Tutors should cooperate with the staff in scheduling post-testing. **Post-testing is mandatory for all students.**

Agree to and Follow Policies and Procedures

During the Tutor Training Workshop, the trainer will review all current policies and procedures set forth by LVEB. These include but are not limited to:

- Disclosure Policy (LV may disclose information which may impact the health or safety of a student or tutor to either party)
- Confidentiality Policy (student records will be kept confidential and released only with students' written permission)
- Termination Policy Regarding Reporting of Hours (*if tutor does not report hours for 2 quarters, they will be put on inactive status and student will be re-matched.*)
- Safety Policy for Tutors and Students (only public spaces may be used for tutoring)
- Sexual Harassment Policy for Tutors and Students (all volunteers and students have a right to a harassment-free environment; policies are in place for reporting and documentation of harassment)

A detailed tutor job description is signed prior to tutor training and is kept in your file at the LVEB office.